



**POLICE TELECOMMUNICATOR I  
FIRE TELECOMMUNICATOR I  
(OPEN)**

**MONTHLY SALARY RANGE: \$3,289 - \$3,457 - \$3,635 - \$3,821 - \$4,017 - \$4,222  
FINAL FILING DATE: 5:00 P.M., FRIDAY, DECEMBER 17, 2004**

**MINIMUM QUALIFICATIONS**

**POLICE:** Equivalent to graduation from high school and one year of public contact employment.  
**FIRE:** Equivalent to graduation from high school.

**CERTIFICATES/LICENSES**

- Must submit a signed and dated copy of a valid Typing Proficiency Certificate, two years old or less, for at least **40** (for Police Telecommunicator I) or **35** (for Fire Telecommunicator I) **NET words per minute at time of application**. The Typing Proficiency Certificate **must** specify the total number of gross words per minute typed, number of typing errors, and the net typing speed for a 5-minute timed evaluation (**refer to example below**). The Typing Proficiency Certificate must be an unaltered copy from a government agency, business college, public school, or other recognized agency that regularly tests and issues certificates of typing skills, and must be on their **official letterhead**.

**For Police Telecommunicator I:**

**NAME OF AGENCY**

**For Fire Telecommunicator I:**

<b>Gross words per minute</b>	<b>45</b>
<b>Minus number of errors</b>	<b>5</b>
<b>Net words per minute</b>	<b>40</b>
<b>Timed minute evaluation</b>	<b>5</b>

<b>Gross words per minute</b>	<b>40</b>
<b>Minus number of errors</b>	<b>5</b>
<b>Net words per minute</b>	<b>35</b>
<b>Timed minute evaluation</b>	<b>5</b>

- **FOR BOTH POLICE AND FIRE:** Must possess a valid California Driver's License by time of appointment.
- **FOR FIRE:**
  - Must possess or be able to obtain a current CPR card (American Heart Association BLS-C **OR** equivalent) within two (2) months of appointment.
  - Must be currently certified in Emergency Medical Dispatch (EMD) **OR** successfully pass an EMD course within two (2) months of appointment.

**OTHER REQUIREMENTS**

- **POLICE:** Must be able to pass a background investigation. Must be willing to work evenings, night, weekend and holiday shifts on a rotation basis. Must be willing to work mandatory overtime to maintain minimum staffing levels and/or for major events.
- **FIRE:** Must be able to pass a background investigation. Must be willing to work twenty-four hour fire service shifts, including weekends and holidays, and to work mandatory overtime shifts when necessary.

**THE POSITION**

- **POLICE:** Under general supervision, receives 911 system emergency and non-emergency calls; dispatches assignments according to established procedures; operates various telecommunications center equipment; performs related work as assigned.
- **FIRE:** Under general supervision, receives telephone calls for emergency and non-emergency fire, medical and related services and dispatches Fire Department resources, private ambulance units, and personnel; performs related work as assigned.

**THE EXAMINATION**

Those applicants who qualify in terms of relevant education and experience will be invited to participate in the examination process. The examination may include:

- Peace Officers Standards and Training (P.O.S.T.) Written Examination (Weighted 50%)
- Oral Examination (Weighted 50%)
- Background Investigation (For Successful Candidates)

**VETERAN'S PREFERENCE:** Veteran's preference of five (5) points will be awarded to eligible candidates. (See the reverse side of this announcement for the qualifying criteria.) A clear copy of an applicant's DD-214, member 4 copy, indicating evidence of honorable discharge, must be submitted to the Human Resources Department at the time of application.

In the event of identical ratings, names shall be arranged in order of application date/time, and, if the same, then arranged alphabetically.

**ALL APPLICATIONS MUST BE COMPLETED FULLY AND SUBMITTED ON OFFICIAL CITY OF STOCKTON APPLICATION FORMS. INCOMPLETE APPLICATIONS WILL BE REJECTED AND CANNOT BE REVISED AFTER THE CLOSING DATE. RESUMES ARE ENCOURAGED, BUT MAY BE SUBMITTED AS ADDITIONAL INFORMATION ONLY.**

## EMPLOYMENT INFORMATION

All statements made on applications are subject to investigation and verification.  
False statements will be cause for disqualification, removal from the eligible list, or discharge from employment.

# POLICE/FIRE TELECOMMUNICATOR I

## EMPLOYMENT INFORMATION

### THE EMPLOYMENT PROCESS

As a potential applicant, you are about to participate in a series of events collectively called the employment process. Because the goal of the employment process is to obtain qualified candidates to fill City positions, examinations are generally administered to each applicant. These examinations are conducted in a variety of ways (written, oral, performance, assessment center or unassembled examination), yet they share a common purpose to test applicants for knowledge, skills, and abilities required to perform the duties and responsibilities of the job.

### ADA/TESTING ACCOMMODATIONS

Candidates with a disability that will require an accommodation or special assistance in any phase of the application or testing process should advise the Human Resources Department at the time of application. Forms are available from the Human Resources Department for such purposes. A detailed description of the type of accommodation needed and any supporting documentation **MUST** accompany your accommodation request. Supporting documentation should not include medical records or any documentation that would compromise your rights under federal and state laws. The City will evaluate each request on a case-by-case basis. Consequently, it is imperative that such requests be submitted at the time of application.

### WHERE TO APPLY

Applications may be obtained from the:

City of Stockton  
Human Resources Department  
Stewart/Eberhardt Building  
22 E. Weber Avenue, Suite 150  
Stockton, CA 95202-2317  
(209) 937-8233/TDD (209) 937-8101

Applications must be received in the Human Resources Department before 5:00 p.m. on the final filing date. **(Applications received after this deadline will be rejected.)** A separate application is required for each position.

### HOW TO APPLY

All applications must be submitted on an official City of Stockton form. Resumes may be furnished for additional information only. **Incomplete applications will be cause for rejection.**

### HIRING PROCEDURES

Eligible lists (**open**) are established by ranking successful individuals in the order of their final scores. The hiring department may select any **one (1)** of the **ten (10)** highest ranked eligibles.

### IMMIGRATION REFORM AND CONTROL ACT

U.S. Citizenship or authorization to work in the U.S. is a requirement of employment. Documentation must be presented at time of hire.

### VETERAN'S PREFERENCE

Veteran's Preference points will be awarded for this position. Veterans who pass the examination and meet the following conditions may obtain five (5) additional points. "Veteran" shall apply to any person who has served on active duty in any branch of the United States Armed Forces, including the National Guard and the United States Coast Guard, for at least 181 consecutive days and has been honorably discharged.

Candidates applying for Veteran's Preference are required to submit a copy of their DD-214 (Member 4 Copy) at the time of application. Evidence must be presented to indicate that the candidate was discharged honorably from the military service.

Veterans must resubmit proof of honorable service for every examination for which Veteran's Preference is requested.

### MEDICAL EXAMINATION

Physician clearance of a medical examination, which includes a urine drug screen, is required for all positions prior to employment.

## EMPLOYEE BENEFITS

### SALARY

The normal starting step is the first step shown on the announcement. Advancement to the second step normally occurs after completion of the probationary period and future increases at one (1) year intervals. However, salary increases shall not be automatic, but shall depend upon increased service value of the employee as exemplified by length of service, performance record, special training undertaken, or other pertinent evidence.

### HOLIDAYS

Fourteen (14) paid holidays per year, including employee's birthday.

### VACATION

Ten (10) days vacation earned per year for the first 18 months; 15 days per year after 18 months. This benefit progresses based on length of service thereafter.

### SICK LEAVE

Fifteen days sick leave accrued each year; accumulated indefinitely. Payment for 50% of unused sick leave upon retirement.

### HEALTH PLAN

The City provides an excellent medical, dental and vision program for employees, spouse, and eligible dependents. The City also provides for employee life insurance and a long term disability plan.

### RETIREMENT

The retirement program currently includes excellent benefits under the Public Employees' Retirement System, 2% @ 55. The City pays full employee share of 7% to P.E.R.S.

The City also provides a Retiree Medical Plan for retiree and one dependent upon meeting eligibility requirements.

### DEFERRED COMPENSATION

A deferred compensation plan is available at the employee's option.

### EDUCATION INCENTIVE PAY

The City provides three percent (3%) Education Incentive Pay for education **above and beyond** that required for the position after twelve (12) continuous months of employment.

### LIFE INSURANCE

Coverage equal to 1-1/2 times annual base salary for "white" collar positions and equal to annual base salary for "blue" collar positions rounded to the nearest \$1000.

NOTE: EMPLOYEE BENEFITS STATED HEREIN ARE SUBJECT TO CHANGE THROUGH THE COLLECTIVE BARGAINING PROCESS AND ARE NOT GUARANTEED. FOR A MORE DETAILED EXPLANATION OF THESE AND OTHER BENEFITS CURRENTLY IN EFFECT, SEE MEMORANDUM OF UNDERSTANDING FOR BARGAINING UNIT.

For information on other City positions, call (209) 937-8523.

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**City of Stockton**  
**POLICE TELECOMMUNICATOR I**  
**FIRE TELECOMMUNICATOR**  
**Supplemental Information**

The City of Stockton is accepting applications for the position of Telecommunicator in the Communications Division of both the Fire and Police Departments. This position requires individuals to be alert, responsible, diligent, thorough, and to speak clearly and concisely. A Telecommunicator must exercise good judgment under very demanding circumstances while maintaining a professional demeanor with citizens who may be abusive, excited, intoxicated, ill, disabled, or incoherent. This position also requires sitting for long periods of time.

Telecommunicators must quickly develop skills in operating various radio and telephone equipment in receiving and processing requests for Police or Fire emergency service and a multi-channel Computer-Aided Dispatch (CAD) system console and related equipment to dispatch appropriate units. The work is characterized by a need for intense concentration and awareness on a prolonged basis. Loss of concentration or poor judgement could result in serious consequences to life and/or property.

**Police Telecommunicator I**

Probationary Telecommunicators are sent to a three-week Peace Officer Standards and Training (P.O.S.T.) certified dispatch academy. The academy is offered at various out-of-town locations (tuition and lodging is paid by the City). During initial training, shift assignments for Telecommunicators in the Police Department will vary. After successful completion of the formal training program, shift assignments are based primarily on seniority. During the training period, Telecommunicators may work any of the four (4) shifts on a rotating basis: 5:00 p.m. to 3:00 a.m. (swing shift), 9:00 p.m. to 7:00 a.m. (graveyard shift), 7:00 a.m. to 5:00 p.m. (days), or 11:00 a.m. to 9:00 p.m. (staggered shift). Telecommunicators routinely work holidays and every other weekend.

**Fire Telecommunicator I**

During initial training (nine months or longer), shift assignments for Telecommunicators in the Fire Department will vary. After successful completion of the formal training program, shift assignments are based primarily on seniority. New Fire Telecommunicators may work any of the three (3) shifts. Telecommunicators routinely work weekends and holidays. Fire Telecommunicators presently work 24-hour shifts in a continuous cycle; working every third day with one 24-hour shift on, and two 24-hour shifts off.

If you are considered for either position, you will be required to submit to an extensive background investigation. You will also be required to pass a medical exam, including drug screen, as part of the pre-placement process. The medical examination is at City expense conducted by the City physician. If you are currently working, you are urged not to resign until you have been officially notified by the Human Resources Department of selection for a position.

Experience has shown that many applicants for Telecommunicator I consider only the positive aspects of the job while ignoring some of its less attractive features. As a result, when new employees encounter negative job features they sometimes react by leaving the job before training is completed (sometimes in only a few months). Early resignations which result from lack of accurate job knowledge contribute to a much higher than desirable attrition rate among Telecommunicators.

While there are many satisfying and rewarding aspects to this position, it is important for all applicants to carefully consider both the negative and positive features of this new career before deciding to test for the position.

The job factors listed below are some features of the Telecommunicator I position about which many applicants are unaware. If any of these items present problems for you, we strongly suggest you consider alternative employment choices that may better fit your career goals.

**City of Stockton**  
**POLICE TELECOMMUNICATOR I**  
**FIRE TELECOMMUNICATOR**  
**Supplemental Information**

**WORKING ENVIRONMENT**

- You may be unable to physically leave your worksite (i.e., walk around, use the restroom, get coffee, etc.)
- You may be required to sign up for lunch and rest breaks by seniority.
- You will be unable to smoke, eat, or drink at your worksite at any time.
- You will work in a room with low lighting.
- You will work within an organization structured on a “military” model.
- During training, you will be regularly reminded of errors and mistakes.
- You will work at a rapid pace over which you have little control.
- You will have to maintain intense concentration and attention for extended periods of time.

**WORK SCHEDULE**

**POLICE DEPARTMENT**

- You will be required to work all four (4) shifts during the training period on a rotating basis. Thereafter, shift assignments are based on seniority.
- You will be required to work every other weekend on a regular basis.

**FIRE DEPARTMENT**

- You will be assigned to each of three (3) shifts during the training period on a rotating basis. Thereafter, shift assignments may change periodically.
- You will be required to work weekends on a regular basis.

**BOTH**

- You may have to work Thanksgiving Day, Christmas Day, New Year’s Day, and any or all holidays, depending on your scheduled workdays.
- You will have no choice on which days you work and may have rotating days off.
- During on-the-job training, you will have to work the same shift, days and hours as your instructor.
- You may have to change work shift or cancel plans on short notice, due to possibility of an order back to work.

**TYPES OF NEGATIVE CALLS**

- Answer telephone calls where someone screams at you.
- Answer telephone calls where the caller directs obscene language at you.
- Answer and respond to telephone calls where the caller is unclear, drunk, irrational, or confused.
- Answer and respond to calls where a violent crime is in progress.
- Answer and respond to telephone calls in which the caller is almost impossible to understand.
- You may have to make quick decisions on which one or more person’s safety is at stake.
- Tell someone who expects police service that their problem does not require police unit response.

**WE STRONGLY ENCOURAGE YOU TO SCHEDULE A VISIT TO THE COMMUNICATIONS CENTER AND SEE FIRST-HAND WHERE YOU WOULD BE WORKING. PLEASE CALL THE SENIOR POLICE TELECOMMUNICATIONS SUPERVISOR AT (209) 937-8512 OR FIRE TELECOMMUNICATIONS SUPERVISOR AT (209) 464-4648 TO ARRANGE FOR A TOUR.**

Human Resources Department  
22 East Weber Avenue, Suite #150  
Stockton, CA 95202  
(209) 937-8233 TDD (209) 937-8101  
www.stocktongov.com

OFFICE USE ONLY

Analyst \_\_\_\_\_  
Date \_\_\_\_\_

☐ Accepted ☐ Rejected

Ineligible because of:

☐ Education ☐ Lic./Cert.  
☐ Experience ☐ Other

☐ Veterans Preference

APPLICATION FOR:

POLICE TELECOMMUNICATOR I

FIRE TELECOMMUNICATOR I

1. NAME: \_\_\_\_\_

6. DRIVER'S LICENSE #: \_\_\_\_\_

2. ADDRESS: \_\_\_\_\_

7. VETERAN'S PREFERENCE: Yes ☐ No ☐  
If yes, attach copy of DD-214 (Member 4 copy)

3. CITY/STATE/ZIP: \_\_\_\_\_

8. CERTIFICATES: (If required, attach)  
TYPING NET WPM: \_\_\_\_\_  
STENOGRAPHIC NET WPM: \_\_\_\_\_  
OTHER: \_\_\_\_\_

4. TELEPHONE NUMBER: (\_\_\_\_) \_\_\_\_\_

5. SOCIAL SECURITY #: \_\_\_\_\_

9. **EXPERIENCE RECORD:** List most recent experience first, including paid and voluntary experience, that you feel qualifies you for this job. THIS SECTION MUST BE COMPLETED. A resume may be attached for supplemental information only. DO NOT INDICATE "REFER TO RESUME."

FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		


REASON FOR LEAVING:					
FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		


REASON FOR LEAVING:					
FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		


REASON FOR LEAVING:					
FROM MO / YR	TO MO / YR	TOTAL YRS / MOS	EMPLOYER: LOCATION:	JOB TITLE: SALARY:	PART-TIME <input type="checkbox"/>
			JOB DUTIES:		


REASON FOR LEAVING:					
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10: **EDUCATION AND TRAINING:**

Circle Highest Grade Completed 8 9 10 11 12 G.E.D. COLLEGE 1 2 3 4 Grad Studies? Yes ☐ No ☐

Colleges or Universities Attended	Location	From	To	Units Completed	Major	Degree

11. **CONVICTION:** Have you ever been convicted of a criminal violation of the law? You may exclude traffic-related infractions. **Note:** A "yes" answer will not automatically disqualify you from employment. Also, to the extent consistent with California law, a fingerprint check may be used to verify such information.  
Yes ☐ No ☐

CONVICTION DATES & NATURE: (Attach a separate sheet, if needed.)

**CERTIFICATION OF APPLICANT:** I hereby certify that all information that I have provided in connection with my application for employment with the City of Stockton is true and acknowledge that any misstatements made in my application or during any portion of the application process may result in my being disqualified from consideration or terminated from employment with the City of Stockton.

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

Please provide the following information. It is being requested for statistical purposes only. Should you choose to provide the information, it will be detached from your application immediately upon receipt and will not be used in evaluating your qualifications for employment or for any other purpose proscribed by article 1, section 31, of the California Constitution.

ETHNIC ORIGIN – Please check only one.

- ☐ White – Caucasian, Anglo Saxon
- ☐ Black – All persons having origins in any of the Black racial groups
- ☐ Hispanic – All persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race
- ☐ American Indian/Alaskan Native – All persons having origins in any of the original peoples of North America
- ☐ Chinese
- ☐ Japanese
- ☐ Filipino
- ☐ Other Pacific Islander
- ☐ Other

SEX

- ☐ Male
- ☐ Female

AGE GROUP

- ☐ Under 21
- ☐ 21-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60 or Older



Title of Position Applying for

How did you hear about the position?

City of Stockton  
POLICE TELECOMMUNICATOR I  
FIRE TELECOMMUNICATOR I  
Supplemental Application

This Supplemental Application is part of the examination process; accordingly, it should be completed carefully. It **must** be submitted with your official employment application.

Please be sure to answer all questions completely. Do not substitute your resume as an answer to any of these questions. Describe specific, relevant examples from your background, keeping in mind that composition and clarity of expression will also be considered in evaluating your responses. Applications submitted without answering the Supplemental Application will be rejected as incomplete.

I certify that the information provided is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment.

Signature:\_\_\_\_\_ Date:\_\_\_\_\_

PLEASE COMPLETE THE FOLLOWING:

Please check the box for the department that you wish to be considered for employment:  
☐ Police                      ☐ Fire                      ☐ Both

1. POSSESSION OF TYPING CERTIFICATE IS REQUIRED. (See job announcement for details.)

☐ I certify that I have a valid typing certified as required by the City of Stockton and have attached a copy to this application packet. (If a valid copy is not attached, your application will be rejected.)

2. POSSESSION OF A VALID CALIFORNIA DRIVER’S LICENSE IS REQUIRED.

I currently possess a valid California Driver’s License. ☐Yes                      ☐ No

List your California Driver’s License Number:	Expiration Date:
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3. POSSESSION OF HIGH SCHOOL GRADUATION OR EQUIVALENT IS REQUIRED.

I currently possess either a High School Diploma or GED. ☐Yes                      ☐ No

4. FOR APPLICANTS APPLYING FOR POLICE TELECOMMUNICATOR I. This position requires one (1) year of public contact employment. Please list your experience below: (If you are applying for Fire Telecommunicator I only, please list N/A.)

FROM MO/YR	TO MO/YR	TOTAL YRS/MOS	EMPLOYER:	JOB TITLE:
			LOCATION:	SALARY:
JOB DUTIES:				

FROM MO/YR	TO MO/YR	TOTAL YRS/MOS	EMPLOYER:	JOB TITLE:
			LOCATION:	SALARY:
JOB DUTIES:				

## TYPING AND SHORTHAND CERTIFICATES

1. **HUMPHREYS COLLEGE**

Address: 6650 Inglewood Avenue, Stockton, Ca 95207

Phone No: (209) 478-0800

Fax No: (209) 478-8721

Website: [www.humphreys.edu](http://www.humphreys.edu)

Typing Test Information:

- a. Fee: \$10 (Given free of charge to Humphreys College students)
- b. Schedule: Given every second Wednesday of each month at 2:00pm.

2. **KELLY SERVICES**

Address: 2529 W. March Lane Suite 203, Stockton, Ca 95207

Phone No: (209) 951-0898

Fax No: (209) 952-4887

Website: [www.kellyservices.com](http://www.kellyservices.com)

Typing Test Information:

- a. Fee \$12 (Given free of charge to Kelly Services employees)
- b. Schedule: Call for appointment (Given between 7:30 am – 4:30pm)

3. **MTI BUSINESS COLLEGE**

Address: 6006 N. El Dorado Street, Stockton, Ca 95207

Phone No: (209) 957-3030

Fax No: (209) 474-8705

Website: [www.mtistockton.com](http://www.mtistockton.com)

Typing Test Information:

- a. Fee: \$10 (Given free of charge to San Joaquin County cardholders)
- b. Schedule: Given every Thursday at 3:30 pm

4. **BBSI**

Address: 3558 Deer Park Lane, Stockton, Ca 95219

Phone No: (209) 476-0100

Fax No: (209) 476-9023

Website: [www.bbsihq.com](http://www.bbsihq.com)

Typing Test Information:

- a. Fee: \$10
- b. Schedule: Call for appointment

**We regret that we are unable to accept typing certificates issued from an on-line testing source at this time.**